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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

Housekeeping is one part of the hotel that handles things related to beauty, tidiness, cleanliness, completeness, health and is inseparable from the responsibility of arranging equipment, repairing damage, and decorating so that the hotel looks attractive and pleasing to guests. So that all rooms, as well as other public areas used by guests and employees, can feel safe and comfortable. The boundaries of housekeeping areas include guest rooms, lobbies, corridors, restaurants, ballrooms, guest toilets, employee toilets, terraces, parking lots, gardens, swimming pools, employee offices, employee lockers, service lifts and guest lifts. The housekeeping is divided into several sections: General Area, Room Section, Linen and Uniforms.

The success of the hotel business is not determined by one department, but cooperation between other departments to achieve the planned goals in a solid, solid and responsible manner. However, in general, every department has a relationship with each other and the relationship between departments with one another is sometimes not easy, that is, every leader wants to be minimal in spending and increase the income of a department. The departments that work with housekeeping are the Engineering Department, the Front Office Department, the Kitchen Department, the Food & Beverage Department, the Security Department, the Purchasing Department.

1. Housekeeping Department with Front Office Department

The front office department provides a list of estimated arrival and departure times for rooms to be released but before that housekeeping must ensure cleanliness, completeness, and cleanliness so that these rooms can be sold. The front office also provides information that should be given special attention, such as VIP rooms and rooms for groups.

2. Housekeeping Department with Engineering Department

The engineering department is responsible for repairing and maintaining hotel exterior and interior items that occur in rooms and in public areas. And housekeeping helps to report hotel equipment and property that must be maintained to engineering.

3. Housekeeping Department with Kitchen Department

The housekeeping department is responsible for providing clean uniforms and pest control so that the cleanliness and comfort of the kitchen is protected from rats and insect.

4. Housekeeping Department with Food & Beverage Department

The housekeeping department is responsible for improving service outlets, bars, meeting rooms, restaurants, as well as providing clean uniforms or linens.

5. Housekeeping Department with Security Department

The security department is responsible for providing security for guests and guest items so that unwanted things do not occur and if necessary, check rooms that are signed do not disturb/DND.

6. Housekeeping Department with Purchasing Department

The Purchasing Department provides store request or SR to fulfill housekeeping needs that are running low, such as coffee sets, amenities, stationery, etc.

B. Job Description

The Industrial Placement activities that the author has done at The Hotel Mercure Tangerang BSD City from July 6th 2020 - January 5th 2021, as a Runner author enter from 8 a.m to 8 p.m and for public area attendants enter at 6 a.m until 6 p.m. There are several tasks given by the Hotel Mercure Tangerang BSD City to the writer to help the Housekeeping Department. The following are some of the lessons the writer performs during Industrial Placement, as in the table below:

Table 3. 1 Writer Works Table

No.	Job	Scope of work	frequency	Coordination
1	Chute dirty linen	Throwing	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti
2	Check and refill galons each floor	Refilling	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti
3	Vaccuming corridor carpet	Vaccum	Not a Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti
4	Handle request	-	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti
5	Check C/O Room	Checking	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti
6	Count dirty and clean linen	Calculate	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ika Setiarti

7	Check handsanitizer and tissue each floor	Refilling	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna/ Mrs. Ikas Setiarti
8	Vaccuing carpet FO, entrance, lounge bar	Vaccum	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
9	Dusting wooden shelve	Dusting	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
10	AC grill and spider web	Cleaning	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
11	Entrance pilar	Deep Dusting	Not a Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
12	Canopy glass	Washing	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
13	Window glass and frame	Washing	Not a Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
14	Sweeping and mopping resto	Sweeping & Mopping	Routine	Mrs. Ema rahmawati/ Mr.

				Gilang aditya/ Mr. Sutisna
15	Stripping trash	Take out	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
16	Cleaning locker, BOH, and corridor	Washing, Sweeping, Dusting, and Mopping	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
17	Wall and artwork background FO	Deep Dusting	Not a Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
18	Wooden staircase to Mezzanin	Sweeping & Mopping	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
19	Window glass	Washing	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
20	Toilet cleaning	Washing & Dusting	Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna
21	Foyer ballroom	Washing, Sweeping, Mopping, and Brushing	Not a Routine	Mrs. Ema rahmawati/ Mr. Gilang aditya/ Mr. Sutisna

1. Responsibilities of the Public area

- a. Entrance
- b. Main Lobby
- c. Restroom
- d. Gym
- e. Restaurant
- f. Locker
- g. Parking Area
- h. Back Office (All Office in Hotel)
- i. Ballroom
- j. Swimming pool
- k. Guest Room
- l. Corridors
- m. Elevators
- n. Basement
- o. Smoking area

2. Duties of the Housekeeping Department

- a. Providing the best room service to guests, so that guests are happy when visiting or staying at the hotel.
- b. Create a clean, attractive, comfortable and safe hotel atmosphere.
- c. Do the preparation, arrangement and maintenance of the room.
- d. Responsible for keeping all outlets and public spaces in the hotel clean
- e. Contact the front office for VIP guest information.
- f. Choose and determine the cleaning equipment and cleaning materials that suit your needs.
- g. record guest items that are lost or left behind
- h. provide clean linen and amenities for each floor

3. Section of the Housekeeping Department

a. Public area

This section has quite a large duty and responsibility because they have to maintain cleanliness, tidiness, completeness and comfort of all hotels, both outside the building and inside the hotel building, such as the lobby area, toilets, restaurants, meeting rooms, parks, areas parking, basement, and facilities for hotel employees.

The share of the public area has a great influence on the income and work operations of the hotel because this influence affects the entire hotel. The Writer's Public Area Attendant schedule is morning shift 06.00 -

18.00. The writer is responsible for:

1. Entrance
2. Restaurant
3. Lobby
4. Restroom (Lobby Restroom, Restaurant restroom, Mezanin Restroom, and Pool Restroom)
5. Swimming pool
6. Ballroom / meeting room (BSD 1, BSD 2, BSD 3, BSD 4, BSD 5, BSD 6, BSD 7, BSD 8, and BSD 9)
7. Back offices (Sales Office, Front Office, Housekeeping Office, Human Resource Department Office, Accounting Office, IT Office, Purchasing Office, Security Office, Time keeping area, and Engineering Office)
8. Basement (Motorcycle park area, Car park area, Mosque, Smoking area)
9. Locker Employee
10. Corridor Employee

a. Room section

Room attendant is a floor section who maintains the cleanliness, tidiness, comfort and facilities of the guest rooms. Room attendants must be neat and tidy, including well behaved such as honest, polite. Male officers are called Room Boy and female officers are called Room Maid. Usually, room service must have knowledge about hotels to make it easier to promote through online travel agents.

Standard Operating Procedure for Dressing Rooms:

1. Collecting materials and prepare for cleaning
 - a. Linen
 - b. Cleaning agents and materials
 - c. Supplies
2. Enter the room appropriately
3. Prepare the room for cleaning and servicing
 - a. Switch the light on
 - b. Draw back curtains
 - c. Check the condition of the room
 - d. Clear rubbish
 - e. Remove all dirty soiled linen
 - f. Prepare for chemical bucket
4. Prepare for the bathroom cleaning
 - a. Flush toilet
 - b. spray chemical
 - c. wash and dry lid
 - d. wash and dry seal
 - e. wash and dry water holding unit and outside of the bowl

- f. scrub bowl and flush a few times
- 5. Bedding/ Making bed
- 6. Cleaning the bedroom
- 7. Dusting with clockwise and top- down techniques
- 8. Mopping bathroom and bedroom floor
- 9. Vacuuming floor and corridor carpet
- 10. Refilling coffee set and bath amenities
- 11. Double check
- 12. Update to Front Office and Housekeeping department to prevent Discrepancy Report.
- 13. Writing the Housekeeping room attendant worksheet and maintenance report.
- 14. Finishing

B. Problems and Solution

1. Problem Found during Internship

- a. the sound generated from operating a cleaning machine is like a vacuum that annoys guests
- b. The minimum supply of linen because it is still in the washing process, the linen that comes is not in accordance with the laundry records, and sometimes it is still not clean.

2. Solutions to the Problem Found

- a. Ways to overcome it such as doing daily control in the engineering department so that the machine can operate properly every day
- b. The way to overcome this is to use two different types of laundry companies to make it easier for linens to be sent quickly, sorting dirty linens that have to be extra threatening, and taking spare linens